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ServiceNow CIS-PA

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Topic Break Down

Topic	No. of Questions
Topic 1, Platform Analytics Overview	4
Topic 2, Data Collection	13
Topic 3, Indicators and Breakdowns	35
Topic 4, Visualization	17
Topic 5, Administration	10
Topic 6, Mix Questions	1
Total	80

QUESTION NO: 1

Which Breakdown should be excluded from the Historical Data Collection job configured for the indicator Number of open and overdue incidents?

- A. Age
- B. Location
- C. Category
- D. State

ANSWER: A

Explanation:

Age should be excluded from Historical Data Collection for the Number of open and overdue incidents indicator. Historical collection backfills indicator scores by evaluating records against dates in the past. A useful breakdown for this process must be based on a value that can be determined consistently for each historical collection date. Age is inherently time-relative: the age of an incident changes as time passes, rather than remaining a fixed business attribute of the record. Consequently, using an Age breakdown while reconstructing prior scores can produce values that do not represent the intended historical point in time and can make trend data misleading.

Platform Analytics historical collection is intended to populate or rebuild historical indicator and breakdown scores using an appropriate collection schedule and retained source data. For reliable historical analysis, configure breakdowns using stable record attributes or values that can be evaluated meaningfully for the historical period. Excluding Age preserves the integrity of the backfilled time series and makes the resulting incident-performance trends dependable for reporting and analysis. See ServiceNow's documentation on [configuring historical data collection](#) and the Platform Analytics [overview](#).

QUESTION NO: 2

Choose 2 options.

Which activities are performed in **Analytics Center**?

- A. Create Indicator Sources for Automated Indicators
- B. Run scheduled Data Collection jobs
- C. Create Data Visualizations for Next Experience dashboards
- D. Certify a reviewed Next Experience dashboard
- E. Generate Breakdown Elements from a Breakdown Source

ANSWER: C D

Explanation:

Analytics Center is the authoring and management experience for Next Experience dashboards and data visualizations. Authorized users can create visualizations and manage dashboard lifecycle activities, including certification.

Analytics Hub is focused on discovery and consumption of published analytics content. Creating Indicator Sources and running Performance Analytics collection jobs are administrative Performance Analytics activities rather than Analytics Center dashboard-authoring activities.

QUESTION NO: 3

Choose 2 options.

Which variables are used in a **Performance Analytics script** without being defined in the **Fields** list?

- A. sys_created_on
- B. score_end
- C. collection_job_start
- D. collection_job_end
- E. sys_updated_on
- F. score_start

ANSWER: B F

Explanation:

score_start and **score_end** are system-supplied variables available in the script for a Performance Analytics scripted indicator. They define the beginning and ending boundaries of the score period currently being calculated. A scripted indicator can use these values to make its logic period-aware, such as limiting a GlideRecord query to records that fall within the applicable collection interval, calculating elapsed time, or evaluating data consistently during historical collection and scheduled jobs.

Because Performance Analytics supplies these score-period values as part of the indicator-calculation context, they do not need to be added to the indicator's Fields list. This is important when authoring scripts that must produce the appropriate result for every historical score rather than only for the current date and time. The Fields list is instead used to make record fields available to the scripted indicator's query and evaluation context. ServiceNow's Performance Analytics documentation for scripted indicators describes the scripting context and score collection behavior; see [Create a scripted indicator](#) and the [ServiceNow date and time scripting reference](#).

QUESTION NO: 4

Choose 2 options.

A digital-experience team wants to understand adoption of a new employee portal and identify where users leave common navigation journeys.

Which insights can User Experience Analytics provide?

- A. The pages and navigation paths used by platform users
- B. The distinction between new and returning platform users
- C. The historical indicator scores collected by a PA data collection job
- D. The breakdown-element security applied to a dashboard visualization

ANSWER: A B

Explanation:

User Experience Analytics can identify whether platform visitors are **new or returning users** and analyze their **navigation patterns**. These insights help teams evaluate adoption, understand the paths users take through an experience, and identify journeys that may need improvement.

Performance Analytics trends operational KPI scores, while dashboard filtering controls the scope of displayed analytics content. Neither capability is intended to capture user-navigation telemetry.

QUESTION NO: 5

Choose 2 options.

Which activities can a user with the **analytics_filter_admin** role perform in Analytics Center?

- A. Configure Indicator Sources used by Automated Indicators
- B. Edit or delete filters used on dashboards
- C. Add reusable filters to the filter library
- D. Run Historical Data Collection jobs
- E. Create Breakdown Mappings for indicator facts tables

ANSWER: B C

Explanation:

The **analytics_filter_admin** role is intended to administer dashboard filters. It allows the user to manage filters available on dashboards and to maintain reusable filter definitions in the filter library.

The role does not grant authority to configure Performance Analytics Indicators or Data Collection jobs. Those activities require the appropriate Platform Analytics administrative permissions.

QUESTION NO: 6

Which definition describes the functionality of a **Formula Indicator**?

- A. A Formula Indicator is needed anytime you need to calculate an aggregate
- B. A Formula Indicator can use up to 5 Automated Indicators
- C. The Formula Indicator score is calculated when the Formula Indicator is viewed
- D. A Formula Indicator can reference the Indicator Threshold value

ANSWER: C

Explanation:

The Formula Indicator score is calculated when the Formula Indicator is viewed. Formula indicators derive a result from a mathematical expression that uses the scores of other Performance Analytics indicators. Rather than collecting and storing their own scores through a separate data-collection job, they evaluate the configured formula dynamically when a user opens a visualization, such as a widget or breakdown view, that requests the indicator's value. This makes formula indicators useful for displaying derived measures, including ratios, percentages, weighted values, and other calculations based on existing indicator data. The result reflects the underlying indicator scores available for the time period and breakdown context being displayed. Administrators therefore first ensure that the source indicators have appropriate collected historical scores, then configure the formula to combine those values into the desired business metric. ServiceNow documents formula indicators as a Performance Analytics capability for calculating a score from other indicators, and its Performance Analytics documentation explains the role of collected indicator scores in analytics visualizations. See the [ServiceNow Formula indicators documentation](#) and the [ServiceNow Performance Analytics documentation](#).

QUESTION NO: 7

How can a **Breakdown** be applied to **multiple Indicators** based on **different Facts tables**?

- A. Configure the indicators to use the same indicator source
- B. Create a separate breakdown record for each indicator facts table
- C. Create a mapping script to define the relationship between the indicator facts tables and the breakdown source

D. Create a separate breakdown mapping for each indicator facts table

ANSWER: D

Explanation:

Create a separate breakdown mapping for each indicator facts table. In Platform Analytics, a breakdown defines the dimension by which indicator scores are grouped, such as assignment group, priority, or department. A breakdown mapping then establishes the relationship between the fields available in a particular indicator's facts table and the breakdown source. The same breakdown can therefore be applied to indicators that use different facts tables, provided that each facts table has its own mapping record. This lets Platform Analytics resolve the appropriate breakdown element for every collected fact while retaining a consistent breakdown definition across indicators. The mapping configuration is the layer that accommodates differences in data structure and reference paths between facts tables; it can use a direct field mapping or an appropriate relationship path for that individual facts table. ServiceNow's Platform Analytics documentation describes breakdown mappings as the configuration used to connect indicator data to breakdowns and supports creating mappings for the relevant fact tables. See the [ServiceNow documentation on breakdowns](#) and the [documentation for creating breakdown mappings](#).

QUESTION NO: 8

How can **dashboard filters** retain their values across **logins and page refreshes**?

- A. By setting the filter as a Favorite in the user's page settings
- B. By configuring the filter to apply to the entire dashboard
- C. By applying **session-based persistence**
- D. By setting the filter as a global default

ANSWER: C

Explanation:

Dashboard filter values are retained by applying **session-based persistence**. This persistence mechanism stores the user's selected filter state so that the dashboard can restore those selections when the page is refreshed and when the user returns during subsequent use. Rather than requiring users to repeatedly select the same conditions, ServiceNow saves the applicable dashboard-filter context and reapplies it to the dashboard's visualizations. This is especially useful for users who routinely review the same service, assignment group, date range, or other operational segment across multiple dashboard visits. Persistent filter state is associated with the user experience, allowing the dashboard to open with the relevant context already in place while maintaining the dashboard's configured filter behavior. In Platform Analytics, dashboard filtering is designed to provide an interactive, reusable context for displayed data; persistence extends that convenience beyond a single rendering of the page. For ServiceNow documentation and Platform Analytics product information, see [ServiceNow Documentation](#) and [ServiceNow Performance Analytics](#).